Guidance for Emergency Action Planning for Retail Food Establishments

Practical guidance for retail grocery and food service establishments to plan and respond to emergencies that create the potential for an imminent health hazard.

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Table of Contents

Introduction **5**

Planning Ahead for Food and Water Emergencies **5**
- Water Supply Interruptions 5
- Electrical Service Interruptions 6
- Sewage Backups 7
- Fires 7
- Floods 8

Responsibilities of the Permit Holder **9**
- Single Event 9
- Widespread Emergency 9

Responsibilities of the Regulatory Authority **9**

Interruption of Electrical Service **10**
- When You Lose Electrical Service 10
- Alternative Procedures During an Interruption in Electrical Service 10
  - Refrigeration 10
  - Ventilation 11
  - Lighting 11
  - Dishwashing Equipment 12
  - Water 12
  - Sewage Disposal 12
  - Electric Hot Water Heater 12
- When Power is Restored 13

Refrigerated Food Safety Guide **13**

Interruption of Water Service **15**
- When You Lose Water Service 15
- Alternative Procedures During a Water Interruption 15
  - Handwashing 15
  - Toilet Facilities 16
  - Drinking Water 16
  - Cooking – Food Preparation 16
  - Ice 16
  - Post-mix Fountain Drinks 17
  - Cleaning/sanitizing Equipment, Utensils, Tableware, Physical Facility 17
- When Water Service is Restored 17

Contaminated Water Supply (Biological) **19**
- When the Water Supply is Contaminated 19
  - Drinking Water 19
  - Beverages made with water – including post mix carbonated beverages, auto-fill coffee makers, instant hot water dispenser, juice, tea, etc. 20
  - Ice Making 20

Preparing food products requiring water 20
Washing / Soaking produce 20
Thawing of frozen foods 20
Cooking 20
Handwashing 21
Cleaning and Sanitizing utensils and tableware 21
Spray Misting Units 21

Sewage Backup 23
When There is a Sewage Backup 23
General - Sewage from equipment directly connected to the plumbing system is either slow to drain or does not drain 23
Handwashing 24
Toilet Facilities 24
Culinary Sinks 24
Janitor/Utility Sink 25
Continuous Overflow of Sewage into the Establishment 25
Personal Health and Safety Considerations for Employees Involved in clean-up 25
General Clean-up 26
Contaminated Linens, Single-Service/Use Items 27
General Food Salvage Assessment 27
Salvaged Goods – Reconditioning 27
Disposal of Food 28

Fire 29
If Fire is Contained 29
If Fire is Widespread 29
If Fire causes Extensive Damage 29

Flood 33
Responding to a Flood 33
Minor Leakage 33
Flooding Inside the Building 33
After a Flood 33
Personal Health and Safety Considerations for Employees Involved in Clean-up 34
Clean-up 35
General Flood Salvage Assessment 35
Salvaged Goods – Reconditioning 36
Disposal of food 36

1999 FDA Food Code 38

Emergency Contact Information Form 39

Resources 42

Introduction

Planning Ahead for Food and Water Emergencies

According to the National Archives and Records Administration:

- 43 percent of companies struck by disaster never resume operations.
- 29 percent of those that resume business fail within two years.

The high cost of paying staff who are idle, cost associated with loss of staff, added work and material costs related to the disaster, loss of inventory, other hard cash costs, lost business, lost customer loyalty, and lost customer confidence all take a toll.

It is therefore important to plan ahead and be prepared. You should consider the type of hazard(s) for which your business is most vulnerable and take precautions to minimize the impact of such occurrences. For example, of the imminent health hazards listed in this document, statistics show that interruption of electrical service is likely to be the most common. Ask yourself what would you do if your establishment lost power today? What would you do if the power outage lasts for an extended period of time, is widespread, and many people are competing for ice, batteries, generators, refrigerated trucks, etc.? Would your business survive?

A food establishment manager (or the "Person-in-Charge") is responsible for conducting both initial and ongoing assessments to ensure consistent compliance with food safety requirements. The following checklists are intended to assist you start the planning process:

This document is designed to provide guidance in the development of emergency procedures for retail food establishments. Individual establishments can use the samples and resources in this document to develop procedures that meet the needs of their specific organization. In the event disaster strikes, do you know what your organization's emergency procedures are?

Water Supply Interruptions

- Prepare an "emergency menu" in advance including recipes for food items that require no water or minimal amounts of water to prepare.
- Maintain an inventory of single-service and single-use articles to help get through a reasonable time period.
- Maintain an inventory of bottled water.
- Maintain an inventory of containers suitable for hauling water.
- Maintain an inventory of disposable gloves and hand sanitizer.
- Develop a business agreement with a supplier of bottled water or a licensed drinking water hauler that will provide assurance that you will have an alternative source of water available during an emergency.

- Locate public water supplies in your area and points where containers can be filled with drinking water.
- Develop a contingency plan for toilets. If the water service is interrupted, where will you and your employees find toilet facilities available for use?
- Develop a business agreement with a supplier of ice in order to assure you that you will have access to ice during an emergency.
- Maintain contact information for people that can help you such as your plumber, water well drilling contractor, utility company, ice supplier, water supplier, fire department, local health department, emergency broadcast station frequency numbers, etc.
- Develop a list of equipment that uses water in your establishment and develop a contingency plan that describes what you would do if the water is either interrupted or contaminated. Use the Emergency Action Plans as a guide to help describe the steps that you would take in your own establishment.

Electrical Service Interruptions

Power outages are the most frequent type of man made disasters. Statistics indicate that the average power outage lasts four hours, but could last for days. The August 2003 power outage disaster affecting large areas in the northeastern part of the country lasted four days.

- Consider access to an electrical generator to be used in emergencies. Make certain that the generator has the capacity to operate critical pieces of equipment such has refrigeration and freezer units, pumps, safety lighting, hot water heaters, etc. Make certain that individuals are trained to operate the equipment safely. Advise the utility company that you are using a generator as a safety precaution for their employees
- Consider securing access to a refrigerated truck that can be delivered to the site during an emergency.
- Consider securing access to a refrigerated warehouse that has a back-up generator to which you can bring food needing refrigeration in insulted containers.
- Prepare an "emergency menu" in advance including recipes for food items that do not require cooking since the ventilation system will no longer remove smoke, steam, grease laden air, etc.
- Develop a plan for minimizing loss of food product held under refrigeration. Opening refrigeration equipment doors will cause the food to warm more quickly. What is your strategy for loss prevention?
- If you plan to use ice to keep food cold, where will you obtain ice when ice is in high demand by the general population?
- Dry ice should not be used in enclosed spaces (i.e. walk-in cooler) because of the potential build-up of carbon dioxide.
- Heating, air conditioning, security systems, computers, cash registers, lighting, and other systems may not operate. Develop a plan for coping with these problems.

- Maintain contact information for people that can help you such as the utility company, garbage hauling service, ice supplier, refrigerated truck company, food warehouse, septic tank pumping service, local health department, emergency broadcast station frequency numbers, etc.
- Develop a list of equipment that uses electricity in your establishment and develop a contingency plan that describes what you would do if electrical service is interrupted. Use the Emergency Action Plans as a guide to help describe the steps that you would take in your own establishment.
- Develop a plan for communicating with key people in your organization. Keep a list of emergency contact numbers with you at all times.
    - Consider the purchase of a phone that plugs into a jack vs. one that depends on electricity for operation.
    - Utilize a service such as Nextel that can provide continuous service in the even of a power outage.
    - Plan how important documents and other information will be communicated without the use of computers and fax machines.

Sewage Backups

- Develop a list of equipment and facilities that have a drain. What specific steps would you take if each piece of equipment or a combination were no longer operable due to a drainage problem? Use the Emergency Action Plans as a guide to help describe the steps that you would take in your own establishment.
- Develop a contingency plan for toilets. If the drain no longer functions, where will your employees and patrons find toilet facilities available for use?
- Maintain contact information for people that can help you such as the plumber, drain cleaning service, utility company, septic tank pumping service, local health department, etc.

Fires

- Post the phone number of the fire department in a conspicuous place by each phone.
- Ask the local fire marshal or other authority to conduct an assessment to determine if there are any fire hazards.
- Develop a plan for what to do in case of a fire. Have a practice fire drill.
- Assure that your fire extinguisher is charged and Ansul hood systems inspections are up-to-date.
- Maintain contact information for people that can help you such as the fire department, police department, insurance company, water and fire damage restoration company, utility companies, lawyer, local health department, etc.

Floods

- Determine if food and other products that can be damaged by water are being stored in areas prone to flooding, are off of the floor, are not under water and/or sewer lines, etc.
- Develop a plan for monitoring and maintaining sump pumps, down spouts, plumbing, exterior surface grading, storm drains, and other facilities that can contribute to flooding.
- Have an alternate egress in and out of the property identified in case of flood debris blockage.
- Consult with a rubbish management company for removal of any flood debris.
- Maintain contact information for people that can help you such as the plumber, electrician, local rent-all store, fire department, police department, insurance company, water damage restoration company, utility companies, local health department, etc.

Responsibilities of the Permit Holder

Single Event

In the event of an imminent health hazard involving interruption of electrical service, interruption of water service, contaminated water supply, fire, flood, or sewage back-up at an individual establishment, the Permit Holder shall:

1. Assess the situation. Immediately discontinue operation if a safe operation cannot be maintained using an alternative procedure.
2. Notify the regulatory authority of the imminent health hazard and discuss alternate procedures to be used. Determine if the issue is widespread.
3. Follow the appropriate emergency procedures if approved by the regulatory authority or remain closed until granted approval to re-open by the regulatory authority.

Widespread Emergency

In the event of an imminent health hazard involving interruption of electrical service, interruption of water service, contaminated water supply, fire, flood, or sewage back-up that affects numerous establishments, the Permit Holder shall:

1. Conduct an evaluation of the operation as it relates to the hazard to determine if a safe operation can be maintained in accordance with applicable regulations.
2. Close the establishment if a safe operation cannot be assured
3. If a safe operation can be assured, the establishment can remain open provided the appropriate Emergency Action Plan is followed.

Responsibilities of the Regulatory Authority

The Regulatory Authority will:

1. Promptly respond to single events involving imminent health hazards and provide guidance to help the permit holder resume operation as quickly as possible.
2. Allow permit holders to assess food safety within their individual establishment during a widespread emergency and allow the permit holder to follow the Emergency Action Plan.
3. Communicate with the industry during widespread emergencies through mass media, hot lines, web sites, etc.
4. Conduct surveillance during a widespread emergency to determine if permit holders are following Emergency Action Plans.
5. Conduct enforcement activity as appropriate to protect public health.

EMERGENCY GUIDANCE

Interruption of Electrical Service

When You Lose Electrical Service

For the purpose of defining an imminent health hazard for this guidance, an extended interruption of electrical service means that the electrical service has been interrupted for ***2 hours or more, the person-in-charge must:***

1) *Note the date and time of the interruption in electrical service*
2) *Assess the affected operations*
3) *Immediately notify the regulatory authority, and*
4) *Implement the appropriate emergency procedures if approved by the regulatory authority or remain closed until granted approval to re-open by the regulatory authority.*
5) *In a widespread event when contact with the regulatory agency is not possible, immediately discontinue operations if a safe operation cannot be maintained using alternative procedures.*

In the event of an emergency involving electrical service interruption, appropriate food establishment responses must be taken after an assessment of multiple factors including but not limited to:

- The complexity and scope of food operations,
- The duration of the emergency event,
- The impact on other critical infrastructure and services (example: water supply), and
- The availability of alternative procedures that can be used to meet Food Code and Food Law requirements.

A food establishment manager or owner (or the "Person-in-Charge") is responsible for conducting both initial and ongoing assessments to ensure consistent compliance with food safety requirements.

Alternative Procedures during an Interruption in Electrical Service

The following are temporary alternative procedures that can be taken to address specific affected food operations during an extended interruption of electrical service.

Refrigeration

The lack of adequate refrigeration may result in the growth of pathogenic or disease causing organisms and toxins in foods that require temperature control for safety.

- Monitor and record food temperatures every 2 hours (see chart in Recovery Section for disposition of potentially hazardous food) – document that you have acted responsibly
- Keep refrigeration equipment doors closed
- Pack potentially hazardous food in commercially made ice or dry ice (see precautions for using dry ice in the Planning Section)
- Do not put hot food in refrigeration equipment.

Ventilation

Inadequate mechanical ventilation may result in a build-up of cooking smoke, heat, steam, grease laden air, etc.

Alternative Procedures

- Discontinue all cooking operations.

Lighting

The lack of artificial illumination may negatively impact personal safety, food preparation, food handling, cleaning of equipment/utensils, premises, etc.

Alternative Procedures

- Limit operation to daylight hours. Restrict operations to those that can be safely conducted in available natural light.
- Provide lighting using other power sources (i.e. battery operated lantern, flashlight, etc. if fire codes allow). Limit operation to those procedures that can be safely conducted using alternative lighting.

Cooking Equipment

Cooking equipment that is no longer functional may result in inadequate cooking processes that permit the survival and growth of pathogens.

Alternative Procedures

- Evaluate time and temperature to determine if foods should be discarded
- Discard raw animal/potentially hazardous foods that were in the cooking or re-heating process but did not reach a safe final temperature.

  And
- Discontinue cooking operations.

Hot Food Holding

Hot holding equipment that is no longer functional may result in unsafe temperatures that allow for the growth of pathogens.

Alternative Procedures

- Note the time the power outage begins.

  And

- Discard all potentially hazardous food after 4 hours from being removed from temperature control (below 135° F)

  Or

- Use an alternate heat source such as "canned heat" and monitor temperatures hourly. Note: If power returns within 4 hours, reheat food to 165° F.

Dishwashing Equipment
Equipment for cleaning and sanitizing utensils and tableware that is no longer operational may result in contamination of food contact surfaces.

Alternative Procedures

- Use the three compartment sink if hot water is still available

  Or

- Use single-service tableware

  And

- Discontinue operations that generate soiled utensils/tableware.

Water
Wells which rely on electric pumps will no longer function resulting in a water interruption...

Alternative Procedures

- See "Interruption of Water Service" procedures.

Sewage Disposal
Sewage ejector pump(s) that no longer function may result in sewage overflow and backups.

Alternative Procedures

- Discontinue all operations. Contact the local health department for possible options.

Electric Hot Water Heater
Electric hot water heaters will no longer function resulting in an interruption of hot water for effective warewashing and handwashing.

Alternative Procedures

- Heat water on a gas cooking appliance.

When Power is Restored

Recovery involves the necessary steps for re-opening and returning to a normal safe operation. (See Extended Interruption of Water Service for re-opening considerations relative to the water supply.)

A food establishment that was ordered or otherwise required to cease operations may not re-open until authorization has been granted by the regulatory authority.

Refrigerated Food Safety Guide

When power is restored, the following table should be used as a guide for handling potentially hazardous food (PHF) stored in refrigeration units that may have lost power. When in doubt, throw it out! (See the FDA Food Code, Chapter 3 for additional information on maintaining safe food temperatures.)

Cold Food Temperature Guidance			
Time	42-45°F	46-50° F	51°F or above
0-2 Hours	PHF can be sold	Immediately cool PHF to 41°For below within 2 hours	PHF cannot be sold. Destroy the food.
2-3	PHF can be sold but must be cooled to 41° F or below within 2 hours.	Immediately cool PHF to 41° F or below within 1 hour.	
4	Immediately coold PHF to 41°F or below within 1 hour.	PHF Cannot be sold. Destroy the food.	
5+	PHF cannot be sold. Destroy the food.		

Frozen foods that remain solid or semi-solid can be refrozen if food packages show no evidence of thawing such as weeping, stains, physical depreciation, evaporation, or container damage.

Key areas to consider for returning to normal operation when power is restored:

- Electricity, potable water, and/or gas services have been fully restored
- All circuit breakers have been properly re-set as needed
- All equipment and facilities are operating properly including: lighting, refrigeration (back to operating temperature of 41° F and below), hot holding, ventilation, water supply, sewage pumps, hot water heaters, toilet facilities, warewashing machines and hand washing facilities.

- Food contact surfaces, equipment and utensils cleaned and sanitized prior to resuming food-handling operations. This includes ice bins in ice machines where ice has melted during the interruption.
- Flush all water lines, change filters, etc.

Disposal of Food:
Small volumes of food can be denatured (such as with bleach, a detergent or other cleaning product to render it unusable) or alternatively destroyed and placed in an outside refuse bin for removal. To discard large volumes of food, the firm should contact a disposal company for immediate transportation to a licensed landfill.

Interruption of Water Service

When You Lose Water Service

For the purpose of defining an imminent health hazard for this guidance, an extended interruption of water service means that the water service has been ***interrupted for two hours or more.*** *For single events affecting an individual establishment, the person-in-charge must:*

1) *Note the date and time of water loss*
2) *Assess the operations affected.*
3) *Immediately notify the regulatory authority at the onset of the interruption, and*
4) *Implement the appropriate emergency procedures if approved by the regulatory authority or remain closed until granted approval to re-open by the regulatory authority.*
5) *In a widespread event when contact with the regulatory agency is not possible, immediately discontinue operations if a safe operation cannot be maintained using alternative procedures.*

In the event of an emergency involving a an interruption in water service, appropriate food establishment responses must be taken after an assessment of multiple factors including but not limited to:

- The complexity and scope of food operations,
- The onset and duration of the emergency event,
- The impact on other critical infrastructure and services; and
- The availability of alternative procedures that can be used to meet Food Code and Food Law requirements.

A food establishment manager or owner (or the "Person-in-Charge") is responsible for conducting both initial and ongoing assessments to ensure consistent compliance with food safety requirements.

Alternative Procedures during a Water Interruption

The following are temporary alternative procedures that can be taken to address specific affected food operations during an extended interruption of water service.

Handwashing

No water to wash hands in food preparation area may result in contamination of food by employees...

Alternative Procedure

- Do not contact ready-to-eat food with bare hands. Suspend alternative procedures for bare hand contact.

- Chemically treated (wet nap) towelettes (not to be used for bare hand contact) may be used for cleaning hands if the food items offered are pre-packaged AND a handwashing facility is available at the alternate toilet room location.
  And/Or
- Potable water from an approved public water supply system which can be placed into a clean, sanitized container with a spigot which can be turned on to allow clean, warm water to flow over one's hands into a sink drain. Provide suitable hand cleaner, disposable towels, and a waste receptacle.
  And
- Follow up with an FDA Food Code compliant hand sanitizer approved for use as an indirect food additive.

Toilet Facilities
A water interruption will result in inoperable restrooms for patrons and food employees.

Alternative Procedure

- Toilet rooms and or portable toilets with adequate handwashing facilities, which may not be conveniently located but are easily accessible to employees during all hours of operation, may be used until water service is restored.
- Portable toilets and handwashing facilities
  Or
- Discontinue operation if toilet facilities are not available.

Drinking Water
Alternative Procedure

- Use commercially bottled water
  And/Or
- Haul water from an approved public water supply in a covered sanitized container
  And/Or
- Arrange to use a licensed drinking water tanker truck.

Cooking – Food Preparation
Alternative Procedure

- Use commercially bottled water, water hauled from an approved public water supply in a covered sanitized container, or water from a licensed drinking water tanker truck

  And/Or
- Restrict the menu to items that don't require water.

Ice
Alternative Procedure

- Use commercially manufactured ice.

Post-mix Fountain Drinks
Alternative Procedure

- Discontinue service.

Cleaning/sanitizing Equipment, Utensils, Tableware, Physical Facility
Alternative Procedure

- Use single-service/use articles
  And/Or
- Use commercially bottled water or water from an approved public water supply in a covered sanitized container. Water from a licensed drinking water tanker truck can also be used to clean and sanitize equipment and utensils. If water from an alternate source can be obtained, then follow established procedures to wash, rinse and sanitize. Pre-scrape prior to washing as necessary.
  And
- Discontinue operations as inventories of clean equipment utensils, and tableware are exhausted
- Discontinue operations when cleanliness of the physical facility jeopardizes food safety.

When Water Service is Restored
Recovery involves the necessary steps for reopening and returning to a normal safe operation.

A food establishment that was ordered or otherwise required to cease operations may not re-open until authorization has been granted by the regulatory authority.

After water service has been restored and after either the municipality or regulatory authority has lifted any "Boiled Water Advisory":

- Flush pipes/faucets: follow the directions from your water municipality such as those via television, radio, newspaper, fax, etc. or, as general guidance, run cold water faucets for at least 5 minutes.
- Equipment with waterline connections such as post-mix beverage machines, spray misters, coffee or tea urns, ice machines, glass washers, dishwashers, and other equipment with water connections must be flushed, cleaned, and sanitized in accordance with manufacturer's instructions.
- Run water softeners through a regeneration cycle.
- Drain reservoirs in tall buildings.
- Change out all filters.
- Flush beverage machines.
- Flush drinking fountains: run continuously for 5 minutes.

- Ice Machine Sanitation:
    - Flush the water line to the machine inlet
    - Close the valve on the water line behind the machine and disconnect the water line from the machine inlet.
    - Open the valve, run 5 gallons of water through the valve and dispose of the water.
    - Close the valve.
    - Reconnect the water line to the machine inlet.
    - Open the valve.
    - Flush the water lines in the machine.
    - Turn on the machine.
    - Make ice for 1 hour and dispose of the first batch of ice.

Clean and sanitize all parts and surfaces that come in contact with water and ice, following the manufacturer's instructions.

Food Establishments that utilize water from their own Public Water System must follow the requirements of the Massachusetts Drinking Water Regulations (310 CMR 22.00) as implemented by the Massachusetts Department of Environmental Protection.

Contaminated Water Supply (Biological)

For the purpose of this Emergency Action Plan, an imminent health hazard exists whenever a municipality has issued a Boil Water Advisory or when an onsite water supply has exceeded the maximum contaminant level for coliform bacteria or any other contaminant. ***The person-in-charge must:***

1) *Note the date and time of water contamination*
2) *Assess the operations affected.*
3) *Immediately notify the regulatory authority at the onset of the interruption, and*
4) *Implement the appropriate emergency procedures if approved by the regulatory authority or remain closed until granted approval to re-open by the regulatory authority.*
5) *In a widespread event when contact with the regulatory agency is not possible, immediately discontinue operations if a safe operation cannot be maintained using alternative procedures.*

In the event of an emergency involving a contaminated water supply, appropriate food establishment responses must be taken after an assessment of multiple factors including but not limited to:

- The complexity and scope of food operations,
- The onset and duration of the emergency event,
- The impact on other critical infrastructure and services; and
- The availability of alternative procedures that can be used to meet Food Code and Food Law requirements.

A food establishment manager (or the "Person-in-Charge") is responsible for conducting both initial and ongoing assessments to ensure consistent compliance with food safety requirements.

When the Water Supply is Contaminated

The following are temporary alternative procedures that can be taken to address specific affected food operations during a biological contamination of the water supply (boil water advisory). Where "boiled" water is indicated, the water must remain at a rolling boil for at least five minutes. Although chemicals (e.g. bleach) are sometimes used for disinfecting small amounts of household drinking water, chemical disinfection is generally not an option for food establishments because of the lack of onsite equipment for testing chemical residuals.

Affected Operations
Drinking Water
Alternative Procedures

- Use commercially bottled water

And/Or

- Haul water from an approved public water supply in a covered sanitized container
  And/Or
- Arrange to use a licensed drinking water tanker truck.

Beverages made with water – including post mix carbonated beverages, auto-fill coffee makers, instant hot water dispenser, juice, tea, etc.
Alternative Procedures

- Discontinue use of post-mix carbonated beverage machine, auto-fill coffee makers, instant hot water heaters, etc. using auto-fill.

Additional information for safe drinking water can be found at the following website: www.epa.gov/ogwdw/faq/emerg.html.

Ice Making
Alternative Procedures

- Discard existing ice.

  And

- Discontinue making ice
- Use commercially manufactured ice.

Preparing food products requiring water
Alternative Procedures

- Discard any ready-to-eat food prepared with water prior to the discovery of the contamination
- Prepare ready-to-eat food using commercially bottled or boiled water.

Washing/Soaking produce
Alternative Procedures

- Use pre-washed packaged produce
- Use frozen/canned fruits and vegetables

  And/Or

- Wash fresh produce with boiled, commercially bottled water, or safe potable water hauled from a public water supply system.

Thawing of frozen foods
Alternative Procedures

- Thaw only in the refrigerator or as part of the cooking process.

Cooking
Alternative Procedures

- Use commercially bottled water

  And/Or

- Haul water from an approved public water supply in a covered sanitized container

  And/Or

- Arrange to use a licensed drinking water tanker truck.

Handwashing
Alternative Procedures

- Use heated bottled water, boiled water, or safe water hauled from an approved public water supply
  Or
- Do not allow bare hand contact with ready-to-eat food. Suspend alternate procedures for bare hand contact.
  And
- Use tap water followed by a food code compliant hand sanitizer.

Cleaning and Sanitizing utensils and tableware
Alternative Procedures

- Use single-service utensils and tableware.

  Or

- Use the existing automatic dish machine or the 3-compartment sink. Make certain that the sanitization step is being properly conducted (sanitizer concentration/ temperature).

Spray Misting Units
–used to spray produce, seafood, meat cases, etc
Alternative Procedures

- Discontinue use of misters.

When You Have Been Informed That the Water Supply is Safe Again
Recovery involves the necessary steps for re-opening and returning to a normal safe operation.

A food establishment that was ordered or otherwise required to cease operations may not re-open until authorization has been granted by the regulatory authority.

After either the municipality or regulatory authority has provided notice that the water supply is safe to use, the person-in-charge must ensure the following has been completed:

- Flush pipes/faucets: follow the directions of your water utility (in the newspaper, radio, or television) or, as general guidance, run cold water faucets for at least 5 minutes.
- Equipment with waterline connections such as post-mix beverage machines, spray misters, coffee or tea urns, ice machines, glass washers, dishwashers, and other

equipment with water connections must be flushed, cleaned, and sanitized in accordance with manufacturer's instructions.

- Run water softeners through a regeneration cycle.
- Drain reservoirs in tall buildings.
- Flush drinking fountains: run continuously for 5 minutes.
- Ice Machine Sanitation:
    - Flush the water line to the machine inlet
    - Close the valve on the water line behind the machine and disconnect the water line from the machine inlet.
    - Open the valve, run 5 gallons of water through the valve and dispose of the water.
    - Close the valve.
    - Reconnect the water line to the machine inlet.
    - Open the valve.
    - Flush the water lines in the machine.
    - Turn on the machine.
    - Make ice for 1 hour and dispose of the first batch of ice.
    - Clean and sanitize all parts and surfaces that come in contact with water and ice, following the manufacturer's instructions.

Food Establishments that utilize water from their own Public Water System must follow the requirements of the Massachusetts Drinking Water Regulations (310 CMR 22.00) as implemented by the Massachusetts Department of Environmental Protection.

Sewage Backup

For the purpose of this guidance, a sewage backup means the overflow of sewage from equipment or plumbing facilities within a food establishment. The Food Code defines sewage as liquid waste that contains animal or vegetable matter in suspension or solution and may also include liquids containing chemicals in solution. Clear water waste (i.e. ice bin/machine drainage, condensation from refrigeration and air conditioning equipment) is not considered sewage. For single events affecting an individual establishment, the permit holder must report to the regulatory authority. Assess the situation. Immediately discontinue operation if a safe operation cannot be maintained using an alternative procedure. Follow the appropriate emergency procedures if approved by the regulatory authority or remain closed until granted approval to re-open by the regulatory authority.

In the event of an emergency involving a sewage backup, appropriate food establishment responses must be taken after an assessment of multiple factors including but not limited to:

- The complexity and scope of food operations,
- The duration of the emergency event,
- The impact on other critical infrastructure and services (example: food, equipment, utensils, linens, single-service/use items, employee health), and
- The availability of alternative procedures that can be used to meet Food Code and Food Law requirements.

A food establishment manager (or the "Person-in-Charge") is responsible for conducting both initial and ongoing assessments to ensure consistent compliance with food safety requirements.

When There is a Sewage Backup

The following are temporary alternative procedures that can be taken to address specific affected food operations during a sewage backup emergency.

Affected Operations

General - Sewage from equipment directly connected to the plumbing system is either slow to drain or does not drain

General Procedures

- Remove the affected equipment/fixture from service
  And
- Remove the obstruction or call a service company
- Thoroughly clean any spills with a detergent solution followed by a sanitizer solution
- Keep foot traffic away from area
- Use other appliances or fixtures in the establishment that are properly operating.

Handwashing
All handwashing sinks in the establishment do not drain.
Alternative Procedure

- Chemically treated (wet nap) towelettes (not to be used for bare hand contact) may be used for cleaning hands if the food items offered are prepackaged or otherwise protected from contamination by hands AND a handwashing facility is available at the toilet room location.

  Or

- Hot water can be placed into a 5-gallon insulated container with a spigot which can be turned on to allow clean, warm water to flow over one's hands into another container. Provide suitable hand cleaner, disposable towels, and a waste receptacle. The container may only be emptied into an operational janitor sink or toilet.

  Or

- Discontinue operation.

Toilet Facilities
All toilet facilities do not drain
Alternative Procedure

- Toilet rooms that may not be conveniently located but are accessible to employees during all hours of operation, may be used until water service is restored.

  Or

- Discontinue operation if no alternate toilet facilities are available.

Culinary Sinks
All sinks required for thawing food, washing fruits and vegetables, cooling food, etc., do not drain.

Alternative Procedure

- Thaw food in the refrigerator or as part of the cooking process
- Use pre-washed packaged produce
- Use frozen/canned fruits and vegetables that do not require washing
- Use alternate cooling methods
- Modify the menu to avoid procedures requiring the use of a culinary sink.

Warewashing Equipment
All dish machines, 3-compartment sinks, pot sinks do not drain
Alternative Procedure

- Discontinue dish/utensil washing and use single-service/use items
- Discontinue affected operations after supply of clean equipment, utensils, single-service items is exhausted.

Janitor/Utility Sink
Utility sink does not drain
Alternative Procedure

- Discontinue the use of the janitor sink
- Dump mop water into a toilet
- Discontinue operation if the physical facility cannot be maintained in a sanitary condition.

Continuous Overflow of Sewage into the Establishment
Sewage continues to backup into the building after the individual appliance(s) have been removed from service

Alternative Procedure
• Discontinue operation.

After a Sewage Backup

Recovery involves the necessary steps for re-opening and returning to a safe, normal operation.

A food establishment that was ordered or otherwise required to cease operations may not re-open until authorization has been granted by the regulatory authority.

Determine the cause of the problem and take appropriate corrective action.

- In the case of plugged drain lines, the permit holder will:
  - Contact a service company to find and remove the obstruction.
  - Replace worn or damaged plumbing as needed.
- In case the onsite sewage disposal system is malfunctioning:
  - Contact the local health department for permit requirements.
  - Contact a sewage pumping contractor to pump the septic tank and haul away sewage to an approved disposal site until repairs can be made.
  - If necessary, barricade the affected area to keep the public and employees away from areas having exposed sewage.
  - Contact a sewage disposal system installation contractor to arrange for repairs to be made.

Personal Health and Safety Considerations for Employees Involved in clean-up

- Wear eye protection
- Wear rubber boots that can be washed and sanitized after the event
- Wear protective clothing such as coveralls

- Do not allow employees to walk between the affected area and other areas of the establishment without removing footwear and protective clothing
- Follow OSHA rules for handling detergents, sanitizers, and other chemicals used in the cleaning process
- Handwashing – Immediately after working with contaminated materials and before engaging in food preparation activities (working with exposed food, clean equipment and utensils, unwrapped single-service/use articles)
    - Double hand washing: Clean hands and exposed portions of the arms using a cleaning compound in a lavatory that is properly equipped by vigorously rubbing together the surfaces of their lathered hands and arms for at least 20 seconds and thoroughly rinsing with clean water. Repeat
    - Dry hands using disposable towels
    - Use a disposable towel to turn off the water to prevent re-contaminating the hands
    - Follow-up with a hand sanitizer
    - Have janitorial staff clean the lavatory faucets and other portions of the lavatory after use to prevent transferring any contamination to food handlers.

General Clean-up

- All damaged food equipment, utensils, linens, and single-service items must be destroyed and properly disposed of.
- Floors, walls, furnishings, carpets, utensils, and equipment damaged beyond salvage must be removed and replaced as necessary.
- Affected walls, floors, and equipment surfaces must be cleaned with soap and water, rinsed, and sanitized. Carpets should be either removed or effectively cleaned
- Remove wet materials. Dispose of any materials that cannot be effectively cleaned and sanitized.
- Remove any standing sewage.
- Clean and sanitize any utensils and equipment in the affected area.
- Use a detergent solution to clean floors, equipment, and other affected areas followed by a clean water rinse.
    - Sanitize the floor and any other affected areas by using an approved chlorine sanitizer/disinfectant to equal 500 parts per million chlorine solution or equivalent.
    - Air-dry the affected area.
    - Launder or discard mop heads and other cleaning aids that contacted the sewage.
    - Alternative measure: Hire a janitorial service having expertise in cleaning food establishments exposed to sewage backups.

Contaminated Linens, Single-Service/Use Items

- Launder any linens or uniforms in contact with sewage
  - Launder separately from other linens
  - Use bleach
  - Use a mechanical dryer
- Discard any single-service/use items in contact with sewage.

General Food Salvage Assessment

Discard any food or food packaging materials that have come into contact with sewage. Very few food or beverage items can be saved after being exposed to sewage. Food items in soft packaging or with screw-top lids must be destroyed. In some cases canned goods in metal cans or rigid plastic containers can be saved. Even so, the condition of the can is another limiting factor. The presence of rust, soil, or destroyed labeling precludes salvage.

Sewage can make foods unsafe to eat especially if packaging is contaminated. If sewage has covered, splashed, dripped on or seeped into the package, **discard** the following foods

- Alcoholic beverages: Refer to your local regulatory authority for salvage or destruction.
- Exposed foods, bulk foods, fresh produce, meat, poultry, fish and eggs;
- Any foods packaged in paper, plastic, cloth, or fiber;
- Cardboard boxes, even if the contents seem dry, including cereals, pasta products, rice, salt;
- Foods with cardboard seals, such as mayonnaise and salad dressing, or foil or cellophane packages;
- Food in glass jars, including unopened jars with waxed paper, foil, cellophane or cloth covers;
- Foods, liquids or beverages in crown-capped bottles or containers with pull-tab tops, corks or screw caps;
- All opened containers and packages; foods in bags or canisters;
- Cans that are dented, leaking, bulging or rusted; and
- Cans that have been tossed about and are far from their normal storage spot (possibility of pinholes or seam fractures).
- Cans may not be sold without all required labeling information. Therefore, cans with damaged labels should be discarded.

Salvaged Goods – Reconditioning

If the quantities of food involved are large (e.g. a large supermarket or a food warehouse), it may be feasible to attempt salvage for either human or animal consumption. The items must either be destroyed or moved to approved firms that have reconditioning capability. Such

activity must be coordinated with the Massachusetts Food Protection Program and the local health department.

Disposal of Food

If it is determined that food must be discarded:

- Remove to a designated condemned food storage area away from food preparation and equipment storage, and secured in covered refuse containers or other isolated areas to prevent either service to the public, or accidental contamination of the facility and other food.
- If the food must be retained until the distributor can credit the facility, it must be clearly labeled as "NOT FOR SALE".
- Discarded refrigerated food may be stored in a refrigerated location separate from other food and held for credit until recorded by food supplier/distributor.
- The facility should document the type and amount of food, costs and the reason for disposal for insurance and regulatory purposes.
- Small volumes of food to be discarded can be denatured with a cleaning product (such as bleach) and placed in a covered refuse bin outside the facility.
- Large volumes of food should be stored in covered refuse containers in a secure location and disposed of by a refuse disposal company as soon as possible.
- All food waste is to be disposed of in accordance with state and local waste disposal regulations in a licensed landfill.
- Local landfills should be contacted prior to delivery of food from a private individual or carrier to insure acceptance of the waste.

Fire

For the purpose of this emergency action plan, a non-reportable fire is any small confined fire in a food establishment that has been extinguished using a simple device such as a wet towel or pan lid. Otherwise, all other fires must be reported to the regulatory authority. Assess the situation. Immediately discontinue operation if a safe operation cannot be maintained using an alternative procedure. Follow the appropriate emergency procedures if approved by the regulatory authority or remain closed until granted approval to re-open by the regulatory authority.

In the event of an emergency involving a fire, appropriate food establishment responses must be taken after an assessment of multiple factors including but not limited to:

- The complexity and scope of food operations,
- The duration of the emergency event,
- The impact on other critical infrastructure and services (example: water supply, electrical service, physical facility, equipment, smoke/water damage, offensive odors, deposition of toxic chemicals), and
- The availability of alternative procedures that can be used to meet Food Code and Food Law requirements.

A food establishment manager (or the "Person-in-Charge") is responsible for conducting both initial and ongoing assessments to ensure consistent compliance with food safety requirements.

If Fire is Contained

If fire is contained to a small incidental area or a single piece of equipment and fire is extinguished using a simple fire-fighting device (i.e. hand held extinguisher) that does not require extensive cleanup.

Alternative Procedures

- Unaffected areas of the establishment may remain open while clean-up and minor repairs are made.

If Fire is Widespread

The process of fighting fires, regardless of size, contaminates any of the following: food, equipment, utensils, linens, single-service items. Typically associated with use of high pressure fire suppression device (i.e., ventilation hood fire suppression system or professional fire dept equipment).

Alternative Procedures

- Discontinue operations. Resume operations only after recovery steps have been completed.

If Fire causes Extensive Damage

If fire causes to extensive damage to equipment and the facility's structure.
Alternative Procedures

- Discontinue operations. Resume operations only after recovery steps have been completed.

After a Fire

Recovery involves the necessary steps for re-opening and returning to a normal safe operation.

A food establishment that was ordered or otherwise required to cease operations may not re-open until authorization has been granted by the regulatory authority.

The Permit Holder will:

- Contact the local building department and other appropriate agencies to determine if the building structure is safe and approved for occupancy.
- Sort the salvageable from the non-salvageable foods as quickly as possible.
- Properly dispose of the non-salvageable food items.
- Provide general clean-up. Clean and sanitize equipment and utensils.

Food Salvaging/General Considerations

If the quantities of food involved are large (e.g. a large supermarket or a food warehouse), it may be feasible to attempt salvage for either human or animal consumption. The items must either be destroyed or moved to approved firms that have reconditioning capability. Such activity must be coordinated with the Massachusetts Food Protection Program and the local health department.

The following is a guide for handling specific food items:

- **Alcoholic beverages**: Refer to your local regulatory authority for salvage or destruction. Massachusetts laws and regulations prohibit the salvage of alcoholic beverages.
- **Bottled soft drinks**: Unless protected by a plastic outer wrap or in bottles with sealed screw-on lids, soft drinks in glass bottles are almost impossible to salvage. In addition, soft drinks in plastic bottles are almost always deemed unsalvageable due to heat and smoke. Bottle contents must be drained before returning the containers for deposits. This can be permitted if there are proper facilities for disposing of the liquid and a health nuisance is not created. If such facilities are not available, the product and container may have to be destroyed by removing to a licensed landfill.
- **Canned soft drinks**: Cans may be salvaged if the contents have not been subjected to excessive heat or fire. The cans must be cleaned and sanitized, if necessary. If the cans have been subjected to excessive heat or are deemed un-cleanable, the contents must be destroyed.
- **Dairy products**: As a rule, dairy products must be destroyed with no attempt to salvage, due to vulnerable packaging and temperature requirements.

- **Sugars, candies, flour, cereal products, bakery products, dried beans, rice, and other grains**: Usually, no attempt to salvage such products can be permitted due to vulnerable packaging.
- **Products in glass with metal screw-type or metal slip covers**: This includes pickles, olives, catsup, steak sauces, salad dressings, syrups, etc. This type of container is impossible to clean or disinfect due to exposure of the threaded closure and must be destroyed.
- **Fish and meats – fresh or frozen**: In almost all instances, these products must be destroyed.
- **Refrigerated and frozen food**: Usually no salvage can be attempted unless frozen foods are stored in a completely enclosed walk-in or cabinet freezer and electrical service has not been interrupted for extended periods. Prompt removal of such foods to a suitable storage unit is necessary to save the product.
- **Produce – fresh or dried:** Usually, no attempt to salvage can be permitted and all such products must be destroyed.
- **Canned goods**: Where the heat and water damage has been minimal, canned goods can be salvaged quickly by cleaning the exterior surfaces and removing them to suitable storage areas, preferably away from the fire scene. Cleaning and re-labeling relatively small quantities of canned goods is usually not attempted because of the cost involved compared to the lower value of the salvaged product.

Charitable Donation

It may be possible to divert some foods mentioned above such as minimally damaged canned foods to a local food bank for distribution to charitable organizations. Check with the Massachusetts Food Protection Program. A donor of food is generally protected from liability unless:

- The illness or disease resulted from the willful, wanton, or reckless acts of the donor.
- The illness of disease resulted from prepared food if any of the following apply:
  - A law of this state or a rule promulgated by an agency or department of this state concerning the preparation, transportation, storage, or serving of the prepared food was violated at any time before the food was donated.
  - The illness or disease resulted from food in hermetically sealed containers that were not prepared by a commercial processor.
  - The donor had actual or constructive knowledge that the food was tainted, contaminated, or harmful to health or wellbeing of the recipient of donated food.

General Cleanup Considerations

- All areas affected by the fire must be cleaned and sanitized.
- All damaged food products, equipment, utensils, linens, and single-service/use items must be removed from the premises as necessary.

- Re-occupancy should be allowed only after the fire department has determined that the structure is safe.

Disposal of Food

If it is determined that food must be discarded:

- Remove to a designated condemned food storage area away from food preparation and equipment storage, and secured in covered refuse containers or other isolated areas to prevent either service to the public, or accidental contamination of the facility and other food.
- If the food must be retained until the distributor can credit the facility, it must be clearly labeled as "NOT FOR SALE".
- Discarded refrigerated food may be stored in a refrigerated location separate from other food and held for credit until recorded by food supplier/distributor.
- The facility should document the type and amount of food, costs and the reason for disposal for insurance and regulatory purposes.
- Small volumes of food to be discarded can be denatured with a cleaning product (such as bleach) and placed in a covered refuse bin outside the facility.
- Large volumes of food should be stored in covered refuse containers in a secure location and disposed of by a refuse disposal company as soon as possible.
- All food waste is to be disposed of in accordance with state and local waste disposal regulations in a licensed landfill.

To insure acceptance of waste, local landfills should be contacted prior to delivery of food from a private individual or carrier.

Flood

For single events affecting an individual establishment, the permit holder must report to the regulatory authority. Assess the situation. Immediately discontinue operation if a safe operation cannot be maintained using an alternative procedure. Follow the appropriate emergency procedures if approved by the regulatory authority or remain closed until granted approval to re-open by the regulatory authority.

In the event of an emergency involving a flood, appropriate food establishment responses must be taken after an assessment of multiple factors including but not limited to:

- The complexity and scope of food operations,
- The duration of the emergency event,
- The impact on other critical infrastructure and services (example: water supply, food, equipment, linens, single-service, wastewater disposal, site drainage, building access, indoor air quality), and
- The availability of alternative procedures that can be used to meet Food Code and Food Law requirements.

A food establishment manager (or the "Person-in-Charge") is responsible for conducting both initial and ongoing assessments to ensure consistent compliance with food safety requirements.

Responding to a Flood

The following are temporary alternative procedures that can be taken to address specific affected food operations after a flood.

Minor Leakage

Minor leakage from a water line or incidental water accumulation on a floor. Food, utensils, equipment, clean linens, single-service/use items not affected

Alternative Procedure

- Unaffected areas of the establishment may remain open while repairs/recovery take place. Minimize traffic from flooded areas to unaffected food areas.

Flooding Inside the Building

Flooding inside the building due to the overflow of a body of water, poor surface drainage, a major break in a water line, etc. that affects food, utensils, equipment, clean linens, or single-service/use items.

Alternative Procedure

- Discontinue operation. Resume operations only after recovery steps have been completed.

After a Flood

Recovery involves the necessary steps for re-opening and returning to a normal operation.

A food establishment that was ordered or otherwise required to cease operations may not re-open until authorization has been granted by the regulatory authority.

The Permit Holder will:

- Sort the salvageable from the non-salvageable foods, equipment, utensils, linens, and single-service items as quickly as possible.
- Properly dispose of the non-salvageable items.
- Contact the local building department and other appropriate agencies to determine if the building structure is safe and approved for occupancy.
- Provide general clean-up while ensuring worker health and safety. Clean and sanitize equipment and utensils.

For information on air quality after a flood, see the U.S. EPA publication "Fact Sheet: Flood Cleanup - Avoiding Indoor Air Quality Problems" at: **www.epa.gov/iaq/pubs/flood.html**

Personal Health and Safety Considerations for Employees Involved in Clean-up

- Wear eye protection
- Wear rubber boots that can be washed and sanitized after the event
- Wear protective clothing such as coveralls
- Do not allow employees to walk between the affected area and other areas of the establishment without removing footwear and protective clothing
- Follow OSHA rules for handling detergents, sanitizers, and other chemicals used in the cleaning process
- Handwashing – Immediately after working with contaminated

  materials and before engaging in food preparation activities (working with exposed food, clean equipment and utensils, unwrapped single-service/use articles)
  - Double hand washing: Clean hands and exposed portions of the arms using a cleaning compound in a lavatory that is properly equipped by vigorously rubbing together the surfaces of their lathered hands and arms for at least 20 seconds and thoroughly rinsing with clean water. Repeat
  - Dry hands using disposable towels
  - Use a disposable towel to turn off the water to prevent re-contaminating the hands
  - Follow-up with a food code compliant hand sanitizer
  - Have janitorial staff clean the lavatory faucets and other portions of the lavatory after use to prevent transferring any contamination to food handlers

Clean-up

- All damaged food equipment, utensils, linens, and single-service items must be destroyed and properly disposed
- Floors, walls, furnishings, carpets, utensils, and equipment damaged beyond salvage must be removed and replaced as necessary.
- Affected walls, floors, and equipment surfaces must be cleaned with soap and water, rinsed, and sanitized. Carpets should be either removed or effectively cleaned.
- Remove wet materials. Dispose of any materials that cannot be effectively cleaned and sanitized.
- Remove any standing water
- Clean and sanitize any utensils and equipment in the affected area
- Use a detergent solution to clean floors, equipment, and other affected areas followed by a clean water rinse
- Sanitize the floor and any other affected areas by using an approved chlorine sanitizer/disinfectant to equal 500 part per million chlorine solution or equivalent.
- Air-dry the affected area
- Launder or discard mop heads and other cleaning aids that contacted flood water
- Alternative measure: Hire a janitorial service having expertise in cleaning food establishments exposed to floods
- Contaminated Food, Linens, Single-Service/Use Items
    - Discard any food items (packaged or unpackaged) in contact with flood water
    - Launder any linens or uniforms in contact with flood water
    - Launder separately from other linens
        - Use bleach
        - Use a mechanical dryer
    - Discard any single-service/use items in contact with flood water

General Flood Salvage Assessment

Flood waters may carry silt, raw sewage, oil or chemical waste that can make storm-damaged foods unsafe to eat if packaging is contaminated. Discard any food or food packaging materials that have come into contact with flood water. Very few food or beverage items can be saved after being exposed to flood water. Food items in soft packaging or with screw-top lids must be destroyed. In some cases canned goods in metal cans or rigid plastic containers can be saved. Even so, the condition of the can is another limiting factor. The presence of rust, soil, or destroyed labeling precludes salvage.

Flood water can make foods unsafe to eat especially if packaging is contaminated. **Discard** the following foods if water has covered, splashed, dripped on or seeped into the package:

- Alcoholic beverages: Refer to your local regulatory authority for salvage or destruction.
- Exposed foods, bulk foods, fresh produce, meat, poultry, fish and eggs;
- Any foods packaged in paper, plastic, cloth, or fiber;
- Cardboard boxes, even if the contents seem dry, including cereals, pasta products, rice, salt;
- Foods with cardboard seals, such as mayonnaise and salad dressing, or foil or cellophane packages;
- Food in glass jars, including unopened jars with waxed paper, foil, cellophane or cloth covers;
- Foods, liquids or beverages in crown-capped bottles or containers with pull-tab tops, corks or screw caps;
- All opened containers and packages; foods in bags or canisters;
- Cans that are dented, leaking, bulging or rusted; and
- Cans that have been tossed about and are far from their normal storage spot (possibility of pinholes or seam fractures).
- Cans may not be sold without all required labeling information. Therefore, cans with damaged labels should be discarded.

Salvaged Goods – Reconditioning

If the quantities of food involved are large (e.g. a large supermarket or a food warehouse), it may be feasible to attempt salvage for either human or animal consumption. The items must either be destroyed or moved to approved firms that have reconditioning capability. Such activity must be coordinated with the Massachusetts Food Protection Program and the local health department.

Disposal of food

- Remove to a designated condemned food storage area away from food preparation and equipment storage, and secured in covered refuse containers or other isolated areas to prevent either service to the public, or accidental contamination of the facility and other food.
- If the food must be retained until the distributor can credit the facility, it must be clearly labeled as "not for sale" and kept in a refrigerated location separate from other food and held for credit.
- Discarded refrigerated food may be recorded by food supplier/distributor.
- The facility should document the type and amount of food, costs and the reason for disposal for insurance and regulatory purposes.

- Small volumes of food to be discarded can be denatured with a cleaning product (such as bleach) and placed in a covered refuse bin outside the facility.
- Large volumes of food should be stored in covered refuse containers in a secure location and disposed of by a refuse disposal company as soon as possible.
- All food waste is to be disposed of in accordance with state and local waste disposal regulations in a licensed landfill.
- Local landfills should be contacted prior to delivery of food from a private individual or carrier to insure acceptance of the waste.

1999 FDA Food Code

Here is language from the FDA Food Code that addresses actions to be taken by the regulatory authority and the food establishment operators when an imminent health hazard occurs:

Imminent Health Hazard

8-404.11 Ceasing Operations and Reporting.

(A) Except as specified in ¶ (B) of this section, a PERMIT HOLDER shall immediately discontinue operations and notify the REGULATORY AUTHORITY if an IMMINENT HEALTH HAZARD may exist because of an emergency such as a fire, flood, extended interruption of electrical or water service, SEWAGE backup, misuse of POISONOUS OR TOXIC MATERIALS, onset of an apparent foodborne illness outbreak, gross insanitary occurrence or condition, or other circumstance that may endanger public health.

(B) *A PERMIT HOLDER need not discontinue operations in an area of an establishment that is unaffected by the IMMINENT HEALTH HAZARD.*

8-404.12 Resumption of Operations.

If operations are discontinued as specified under § 8-404.11 or otherwise according to LAW, the PERMIT HOLDER shall obtain approval from the REGULATORY AUTHORITY before resuming operations.

Sample Emergency Contact Information Form

Emergency Contact Information

Name	Phone #	Emergency # Cell/Page
Organization:		
Manager		
Regional Office		
Home Office		
Insurance Carrier		
Food Supplier		
Lawyer		
Water		
Sewer		
Electricity		
Gas		
Phone		
Cable		
Emergency Broadcast		
Radio/TV station		
Plumber		
Electrician		
Well Driller		

Water Utility Company
Licensed Water Hauler
Bottled Water
Commercial Ice
Dry Ice
Refrigerated Truck
Refrigeration
Warehouse
Portable Generator
Waste Hauler
Local Landfill
Septic Tank Pumper
Drain Cleaner
Cleaning Equipment
Supplier
Janitorial Service
Fire Extinguisher
Service
Building Restoration
Specialist

Security/Safety
Poison Control Center 1-800-222-1222
Massachusetts Restaurant Association 1-800-852-3042, 1-508-303-9905
Massachusetts Food Association 1-617-542-3085
Police (911)
Fire (911)
FBI – Boston Field Office 1-617-424-5533
Massachusetts Department of Public Health 1-617-624-6000
Center for Environmental Health 1-617-624-5757
Food Protection Program 1-617-983-6712
State Laboratory Institute 1-617-983-6200
Bureau of Communicable Disease (24 hours) 1-617-983-6800
Massachusetts Emergency Management Agency 1-508-820-2000
Massachusetts Department of Agricultural Resource 1-617-626-1700
Massachusetts Department of Environmental Protection 1-617-292-5856
Massachusetts Department of Labor – Division of Occupational Safety 1-800-425-0004
U.S. Centers for Disease Control and Prevention 1-800-311-3435
USDA FSIS 1-402-344-5000, Hotline 1-800-233-3935
USDA (Northeast District Office) 1-518-452-6870
FDA (New England District Office) 1-781-596-7700
FDA Information Hotline 1-888-723-3366
EPA Safe Drinking Water Hotline 1-800-426-4791

Resources

There are many excellent on-line resources available for both regulatory and industry to utilize. The Massachusetts State website has emergency guidance documents: go to: http://www.mass.gov, and search on EMERGENCY GUIDANCE.

It is important to note that the resources listed on this document are just a small sample of those that are available for both regulatory and industry. You may find other guidance that is more suitable for your organizational needs.

U.S. GOVERNMENT RESOURCES

Consult http://www.fsis.usda.gov/ US Department of Agriculture's Food Safety and Inspection Service for guidance on disaster response in regards to meat, poultry, and egg products.

Consult http://www.fda.gov/ US Food and Drug Administration for guidance on disaster response in regards to all other food products and for science-based information on food safety for retail and food service industries.

Consult http://www.epa.gov U.S. Environmental Protection Agency for guidance on disaster response in regards to potable water supply, wastewater and soil erosion and contamination.

http://www.cfsan.fda.gov/
http://www.fsis.usda.gov/
http://www.foodsafety.gov/~dms/retdisa2.html
http://www.neha.org/
http://www.fema.gov/
http://redcross.org/

MASSACHUSETTS RESOURCES

http://www.mass.gov/dph/fpp
http://www.mass.gov/mema
http://www.mass.gov/agr
http://www.mass.gov/dep
http://www.mass.gov/eops
http://www.marestaurantassoc.org
http://www.mafood.com

SAMPLE CHECKLISTS

Product punch list for product safety:

Steps and signs to look for during a power outage and flood.

1) Verify how long the power was down.
2) How long was the power off before the generators came on?
3) Were the coolers and freezers opened during the power outage? Was the temperature recorded (recommended every 2 hours)?
4) Look for signs of water damage/ flooding.
5) Check for visible signs of product and packaging integrity issues. Leaking cans, rust damage, bloating off smell or odor etc.
6) Determine current temperatures and any prior abuse to the product.

Recommendations by product type:

1) **Refrigerated product on the sales floor**: Check the temperature of the cases and the internal temperature of various product types (meat, dairy etc.). If the product has been above 40 degrees for more than 4 hours or reaches 50 degrees IT MUST BE DISCARDED, NO EXCEPTIONS. Make sure you keep in mind the length of time it was out or off refrigeration, the fact the temperature rises and then once the power comes back on and the temperature goes down.
2) **Frozen product on the sales floor**. After a thorough inspection of all product; if it is somewhat thawed or soft, it can be refrozen. If the product has thawed completely IT MUST BE DISCARDED, NO EXCEPTIONS.
3) **Canned or packaged product**: If the product or packaging has been damaged/ absorbed by water/moisture IT MUST BE DISCARDED, NO EXCEPTIONS. If the cans leak or the labeling has been damaged or if they swell or bulge IT MUST BE DISCARDED, NO EXCEPTIONS. Cans we keep must be cleaned and sanitized prior to be being sold.
4) **Refrigerated product in a department cooler**. If the internal temperature of the product is above 40 degrees for more than 4 hours or once it reaches 50 degrees IT MUST BE DISCARDED, NO EXCEPTIONS.
5) **Frozen Product in a department freezer**. Product that is kept in an insulated freezer and not disturbed should be ok for about 2 days. The key element to determine is the stage in the thawing process the power came back on. If the product has been thawed completely it can be transferred to a refrigerated case (if applicable) or it can be further processed provided it meets criteria # 4. If it is beginning to get soft or minimally thawed it can be refrozen. Otherwise IT MUST BE DISCARDED.

-- COMMONLY ASKED QUESTIONS REGARDING BOIL WATER ADVISORIES --

1. **What is the proper way to disinfect my water so that it is safe to drink?**

   The preferred method of treatment is boiling. Boiling water kills harmful bacteria and parasites (freezing will not disinfect water). Bring water to a full rolling boil for at least 1 minute to kill most infectious organisms. For areas without power add 8 drops, about ¼ teaspoon, of unscented household beach per gallon of water.

2. **How should I wash my hands during a boil water advisory?**

   Based on the current conditions of the affected public water supplies, vigorous hand washing with soap and your tap water is safe for basic personal hygiene. If you are washing your hands to prepare food, if at all possible, you should use boiled (then cooled) water or bottled water with hand washing soap.

3. **Is potentially contaminated water (where Cryptosporidium is not the significant contaminant) safe for washing dishes or clothes?**

   Yes, if you rinse **hand-washed dishes** for a minute in a bleach solution (1 tablespoon bleach per gallon of water). Allow dishes to completely air dry. Most household dishwashers do not reach the proper temperature to sanitize dishes.

   It is safe to wash clothes in tap water.

4. **Is potentially contaminated water safe for bathing and shaving?**

   The water may be used for showering, baths, shaving and washing, so long as care is taken not to swallow or allow water in eyes or nose or mouth. Children and disabled individuals should have their bath supervised to ensure water is not ingested. The time spent bathing should be minimized. Though the risk of illness is minimal, individuals who have recent surgical wounds, are immunosuppressed, or have a chronic illness may want to consider using bottled or boiled water for cleansing until the advisory is lifted.

5. **How should I wash fruit and vegetables and make ice?**

   Fruits and vegetables should be washed with boiled (then cooled water) or bottled water or water sanitized with 8 drops (about ¼ teaspoon) of unscented household bleach per gallon of water. Ice should be made with boiled water, bottled water or sanitized water.

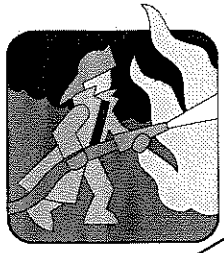
6. **What if I have already consumed potentially contaminated water?**

   Even if someone has consumed potentially contaminated water from either a public water system or a private well before they were aware of the boil water advisory, the likelihood of becoming ill is low. Anyone experiencing symptoms such as diarrhea, nausea, vomiting, abdominal cramps, with or without fever, should seek medical attention.

7. **What infectious organisms might be present in contaminated water?**

   Disease transmission from contaminated water occurs principally by ingesting water. The major organisms of concern are protozoa such as Giardia and Cryptosporidium, and bacteria, such as Shigella, E. coli and viruses. These organisms primarily affect the gastrointestinal system, causing diarrhea, abdominal cramps, nausea, and vomiting with or without fever. Most of these illnesses are not usually serious or life threatening except in the elderly, the very young or those who are immunocompromised.

SAMPLE FIRE RESPONSE FLOW CHART



FIRE

Determine the type and extent of the fire. Be prepared to close the restaurant if necessary.

MAJOR FIRE

Evacuate guests & employees immediately. Notify Fire Department. Arrange for medical attention, If necessary.

Close the restaurant and post someone at front door to direct guests to closest [BRAND] restaurant. Notify this location to expect additional guests due to fire.

Call Director of Operations, Facilities Manager, Quality Assurance Manager, and Insurance carrier for additional help and recommendations.

Once the fire is out, review damage with Fire Department. If restaurant is closed, most local Health Departments require you to discard food affected by fire and won't let you reopen until Health officials have inspected the restaurant, Your QA Manager must be involved with food disposal. inventory all food and equipment. Recharge Ansul system before reopening. Take pictures, if possible.

MINOR FIRE

Use hand held fire extinguisher to put out small fires. Put out grease fires by covering fryer with a sheet pan.

If you can't control a line fire, activate the Ansul System.

If the fire continues, follow Steps under **MAJOR FIRE**.

After the fire is under control, attend to guests and clean up any debris. Discard any exposed food or grease. Wash all exposed plate ware and equipment. Contact DO, Facility Mgr, QA Manager, and Insurance.

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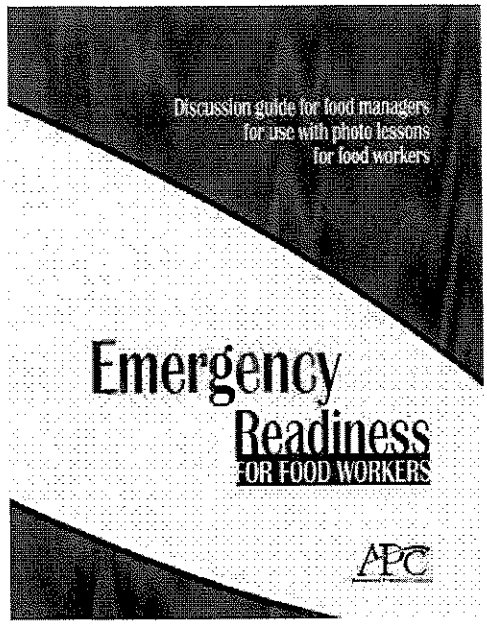
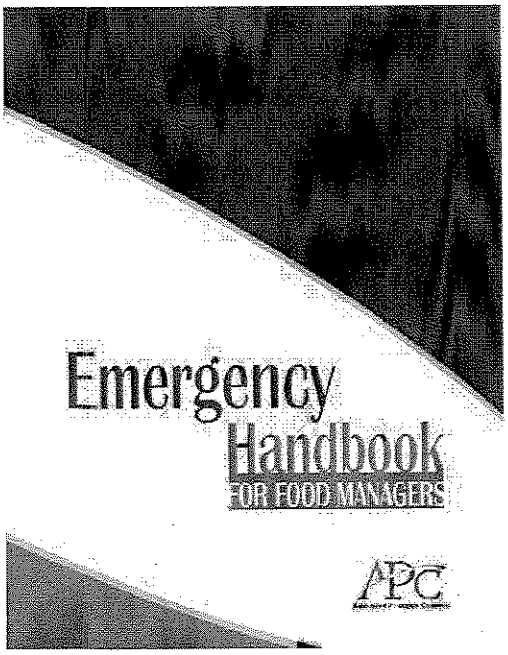
OTHER AVAILABLE PROGRAMS

Right click on the document below; select Acrobat Document Object; select Open.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